



# Complaint Handling Procedure

## 1. Overview

iMentor Development Services Pvt. Ltd. is committed to receiving, evaluating, investigating and resolving complaints in a fair, impartial and timely manner.

## 2. Scope

This process applies to complaints related to iMentor's certification activities, certification services, personnel, certification decisions and related certification processes.

### Complaints may be received from:

- Applicants;
- Certified Producer Units (PUs);
- Clients;
- Suppliers;
- Stakeholders;
- Interested parties; or
- Any other person affected by iMentor's certification activities.

## 3. Submission of Complaints

Complaints may be submitted verbally or in writing through email, letter or other communication channels.

The complaint should include, where applicable:

- Name and contact details of the complainant;
- Description of the complaint;
- Relevant dates, references and supporting information;
- Any evidence available to support the complaint.

Complaints may be submitted to:

**Email:** [certifications@immentor.in](mailto:certifications@immentor.in)

## 4. Acknowledgement of Complaint

iMentor shall acknowledge receipt of the complaint within seven (7) working days of receipt.

Where necessary, additional information may be requested from the complainant to facilitate review and investigation of the complaint.

## 5. Review and Validation

All complaints shall be reviewed and validated to determine whether:

- The complaint relates to iMentor's certification activities;
- Sufficient information has been provided to enable investigation; and
- The complaint falls within the scope of this process.

Where insufficient information is available, the complainant may be requested to provide additional details.

## 6. Investigation and Evaluation

Valid complaints shall be investigated by competent personnel who have not been directly involved in the matter being reviewed.

The investigation may include:

- Review of relevant records and documents;
- Discussions with involved personnel;
- Collection of additional evidence;
- Requests for clarification from relevant parties; and
- Other appropriate investigation activities.



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Where a complaint relates to a certified client, iMentor may seek information and clarification from the concerned party before reaching a decision.

## **7. Decision and Communication**

Based on the investigation findings, iMentor shall determine appropriate actions and communicate the outcome to the complainant.

iMentor aims to provide a final decision within thirty (30) calendar days from the date the complaint is logged, subject to the availability of necessary information and completion of the investigation.

## **8. Appeals**

Where a complainant remains dissatisfied with a certification-related decision, an appeal may be submitted in accordance with iMentor's Appeals Procedure.

## **9. Confidentiality and Impartiality**

iMentor treats all complaints confidentially and handles them in an impartial manner.

Personnel involved in complaint handling shall be free from conflicts of interest relating to the subject of the complaint and shall not participate in the review or decision-making process where such conflicts exist.

## **10. Records**

All complaints are recorded, monitored and tracked from receipt through closure and retained in accordance with iMentor's record retention requirements.

## **11. Non-Discrimination**

No discriminatory, retaliatory or adverse action shall be taken against any complainant as a result of submitting a complaint in good faith.

## **12. Contact Information**

Certification Department

iMentor Development Services Pvt. Ltd.

Email: [certifications@immentor.in](mailto:certifications@immentor.in)